

# Mutu asuhan keperawatan berdasarkan penelaahan dokumentasi asuhan keperawatan dan penelaahan persepsi pasien dibagian rawat inap Siloam Hospital Lippo Karawaci tahun 2006 = The quality of nursing lead support based on seeing through nursing documentation lead support and seeing through patient perception at in patient Siloam Hospital Lippo Karawaci

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## Abstrak

Penilaian yang objektif dengan menggunakan metode penerapan dan instrumen penilaian yang baku sangat diutamakan demi tercapainya pelayanan yang bermutu. Instrumen Evaluasi Penerapan Standar Asuhan Keperawatan ini terdiri dari (1) Pedoman Studi Dokumentasi Asuhan Keperawatan yang disebut Instrumen A, (2) Angket yang ditujukan kepada pasien dan keluarga untuk memperoleh gambaran tentang persepsi pasien terhadap mutu asuhan keperawatan yang disebut Instrumen B, (3) Pedoman Observasi Pelaksanaan Tindakan Keperawatan selanjutnya disebut Instrumen C.

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Ketiga instrumen ini satu sama lainnya saling terkait, dimana dua instrumen yang mullah dianalisis dan dinilai adalah instrumen A dan instrumen B. Kedua instrumen tersebut dapat dinilai melalui penelaahan. Untuk mengetahui perbedaan mutu asuhan keperawatan berdasarkan dokumentasi asuhan keperawatan dan persepsi pasien maka harus dilakukan penilaian mutu asuhan keperawatan di bagian rawat inap Siloam Hospital Lippo Karawaci.

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Disain penelitian ini adalah survei dengan rancangan cross sectional. Data kuantitatif diperoleh melalui dokumentasi asuhan keperawatan dalam bentuk cek list dan angket persepsi pasien. Instrumen yang digunakan merupakan modifikasi dari instrumen evaluasi penerapan standar asuhan keperawatan di rumah sakit yang telah diterbitkan oleh Departemen Kesehatan Republik Indonesia tahun 2005. Sampel sebanyak 98 dokumen asuhan keperawatan dan 98 pasien yang minimal telah dirawat selama 3 hari di Bagian Rawat Inap Siloam Hospital Lippo Karawaci.

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Hasil penelitian menunjukkan bahwa mutu asuhan keperawatan berdasarkan telaah dokumentasi asuhan keperawatan dapat dinilai dengan memberikan angket kuisioner kepada pasien. Dan hasil analisis bivariat menunjukkan bahwa mutu asuhan keperawatan pada pendokumentasian asuhan keperawatan berdasarkan pengkajian, diagnosa, perencanaan, evaluasi dan catatan asuhan keperawatan dapat dinilai dengan memberikan angket kuisioner kepada pasien. Namun metoda penilaian ini tidak dapat diterapkan pada aspek tindakan keperawatan.

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Adapun mute asuhan keperawatan berdasarkan telaah dokumentasi asuhan keperawatan dan telaah persepsi pasien menunjukkan tidak ada perbedaan yang bermakna dan masuk dalam kategori baik. Penilaian mutu asuhan keperawatan berdasarkan telaah persepsi pasien terbukti tidak ada perbedaan yang bermakna pada aspek pengkajian, diagnosa, perencanaan, evaluasi dan catatan asuhan keperawatan. Dan terbukti ada

perbedaan yang bermakna pada aspek tindakan keperawatan. Persepsi pasien terhadap dokumentasi asuhan keperawatan masuk dalam kategori baik pada aspek pengkajian, diagnosa, perencanaan dan catatan asuhan keperawatan, sedangkan pada aspek tindakan dan evaluasi keperawatan masuk dalam kategori yang buruk.

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Berdasarkan hasil penelitian ini maka pihak manajemen Siloam Hospital Lippo Karawaci khususnya bagian keperawatan disarankan untuk melakukan penilaian mutu asuhan keperawatan terhadap aspek tindakan keperawatan melalui observasi dengan menggunakan instrumen C, sedangkan pada aspek evaluasi keperawatan agar tercapai mutu asuhan keperawatan yang berhasil guna sebaiknya dilakukan supervisi terhadap proses pendokumentasian asuhan keperawatan

<hr><i>Objective assessment by using applicable method and valid instrument assessment are really needed to reach a qualified service. The evaluation instrument for applicable nursing lead support standard are (1) studies catalog for nursing lead support assessment alias Instrument A, (2) quitioners for the patient and family to get the description of patient perception for nursing lead support quality alias Instrument B, (3) observation studies of the applicable of nursing action alias Instrument C.

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The instrument is connected to each other, the instrument A and Instrument B are the easy instrument to analyses and to make an assessment by seeing through. To know the different of nursing lead support quality based on nursing documentation lead support and patient perception, we should make an assessment for nursing lead support at inpatient department of Siloam Hospital Lippo Karawaci.

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The used design was a survey with cross sectional. And utilized method are quantitative and the data came from documentation of nursing lead support and patient perception quitionare. The used documentation was the modification from the standard of nursing lead support process evaluation instrument in the hospital, was issues from Healthcare Departement Republic of Indonesia in 2005. The sample research was 98 documentation of nursing lead support, and the patient that cared minimal 3 days.

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The result indicated that the quality of nursing lead support based on see through documentation of nursing lead support are assess able by giving a quitionare to the patient. The bivariat analysis implied that the quality of nursing lead support was able to assess by nursing studies, nursing diagnose, nursing plan, nursing evaluation dan nursing lead support record based on documentation of nursing lead support by giving an quitionare to the patient. But the result indicated that the nursing act was dissable using this methode.

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Otherwise, the quality of nursing lead support based on see through nursing documentation lead support and see through the patient perception are showing un different meaning in the good category. The quality assessment of nursing lead support based on see through the patient perception are showing the different meaning in nursing studies, nursing diagnose, nursing plan, nursing evaluation and nursing lead support note. For there more, that in the nursing act are showing a different meaning. The patient perception by nursing documentation lead support are in the good category in the aspect nursing studies, nursing diagnose, nursing plan and nursing lead support note, otherwise, in the nursing act aspect are in the worst category.

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Based on this research, are recommended to the Siloam Hospital Lippo Karawaci specially in nursing management, to reach the quality assessment in nursing lead support for nursing act aspect, to make an

assessment better using the observation method or using the instrument C, otherwise in the nursing evaluation aspect, to reach the applicable nursing quality lead support the nursing management should do the supervision in nursing documentation lead support process.</i>